

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 7,159,043 B2
APPLICATION NO. : 10/663740
DATED : January 2, 2007
INVENTOR(S) : Thomas Howard Bateman et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Please correct the title Item (54) to read as follows:

--METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE
COMMUNICATIONS VIA CUSTOMER CONTACT CHANNEL CHANGING
SYSTEM--

Please correct the Assignee Item (73) to read as follows:

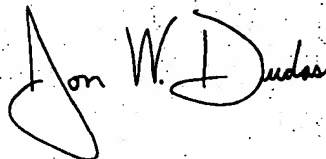
--Innovatia, Inc. St. Johns, Canada--

Please correct the Abstract Item (57) line 3 to read as follows:

“as live center ACD” should read --as live call centre ACD--

Signed and Sealed this

First Day of May, 2007

A handwritten signature in black ink, reading "Jon W. Dudas". The signature is stylized, with the first name "Jon" and last name "Dudas" clearly legible, and the middle initial "W." in between. The signature is written over a faint, dotted rectangular area.

JON W. DUDAS
Director of the United States Patent and Trademark Office